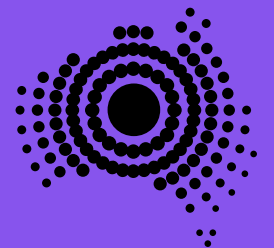




**Low-Income and
Digital Inclusion Forum**
Annual Report
2026



Acknowledgement of Country

nbn acknowledges First Nations peoples and recognises their role as the Traditional Owners of the lands and waters across Australia. We are privileged to work across all corners of this vast country and pay our respects to all Elders past and present.



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PURPOSE OF THIS REPORT

The Low-Income and Digital Inclusion Forum (LIDIF / Forum) is a collaborative initiative chaired by NBN Co (nbn), bringing together stakeholders from across the telecommunications industry, not-for-profit organisations, customer advocacy groups, government agencies, and research organisations to address key barriers to digital inclusion.

It also provides an opportunity for members to share their views and feedback on possible targeted nbn initiatives as well as on the potential impact of nbn's prices and any proposed product withdrawals on low-income, vulnerable, and unconnected people.

To ensure transparency and accountability, nbn is committed to publishing an annual report on its website each financial year. This report outlines the context and objectives of LIDIF, describes the Forum's membership and operational approach, and provides updates on progress and key activities since the previous report.

CHAIR'S MESSAGE

The 2025–26 financial year (FY) marked a year of continued progress for the Low-Income and Digital Inclusion Forum, alongside a growing recognition of the scale and complexity of digital inclusion in Australia.

Over the past year, the Forum has strengthened its role as a space for informed discussion and collaboration across industry, government, research, and the community sector. This has supported practical progress in areas such as the National Device Bank, social housing insights, and the development of a shared approach to connectivity literacy.

While the scale of the challenge remains significant, the progress made over the past year reinforces that coordinated, cross-sector action can deliver meaningful change.

Importantly, the Forum has continued to benefit from diverse Australian and international perspectives, including contributions from organisations such as Computers for Success Canada, Chorus in New Zealand, and Swinburne University of Technology. These insights, grounded in practical delivery, lived experience, and research, helped deepen the Forum's understanding of digital inclusion challenges and inform its ongoing work.

At the same time, it is clear that progress is uneven and there is more to do. Digital exclusion remains persistent, particularly for people on low incomes and those in vulnerable circumstances.

Addressing this requires sustained effort across affordability, access, and digital ability, as well as coordination across stakeholders with different roles and accountabilities.

A key focus of Forum discussions during FY26 has been affordability. Members provided considerable feedback on nbn pricing and broader network changes, highlighting the importance of minimising unintended impacts on those already at risk of being left behind. These discussions reinforced the complexity of balancing long-term network investment with affordability outcomes.

The Forum has also seen initiatives mature. The School Student Broadband Initiative is now operating at scale, supporting more than 30,000 families and carers, with increasing focus on long-term outcomes and what support may look like beyond the life of the program.

Similarly, the National Device Bank has continued to expand, demonstrating the value of cross-sector collaboration while also highlighting the extent of unmet demand for access to appropriate devices.

The Forum's value is not just in the initiatives it supports, but in the perspectives it brings to nbn decision-making. Feedback from members has informed how we

approach issues such as pricing, product transitions, and customer communication, including the need for clearer, more accessible information and stronger support for customers who may face additional barriers.

Looking ahead, the next phase of this work will be more challenging. It will require a stronger focus on scale, sustainability, and measurable outcomes, as well as continued honesty about where progress is slower than needed. It will also require us to stay focused on the people at the centre of this work, ensuring that changes in technology and the market translate into real improvements in their daily lives.

I would like to thank all members for their continued engagement, expertise, and willingness to contribute candid perspectives, including where views differ. This openness is critical to ensuring the Forum continues to provide meaningful insight and challenge as we work together to improve digital inclusion outcomes across Australia.



Rachael McIntyre
Chair, LIDIF
Executive General Manager
Reputation & Stakeholder Engagement, nbn

THE DIGITAL INCLUSION CHALLENGE

Digital inclusion means ensuring people can use the internet and technology to improve their daily lives. It is about enabling equitable access to technology to participate in our increasingly digital economy and society.

Australian Digital Inclusion Index (ADII) defines digital inclusion in terms of access, affordability, and digital ability; an individual facing barriers in one or more of these areas may be considered digitally excluded.

While the ADII model allows us to quantify levels of digital inclusion, to compare measures across demographic groups, and to track changes over time, digital inclusion remains inherently complex. This is because:

- It requires coordinated solutions across its three dimensions: access, affordability, and digital ability.
- There is a high degree of intersectionality between socio-demographic groups facing digital exclusion, resulting in compound vulnerabilities, barriers, and needs that are not suited to a simple, one-size-fits-all approach.
- Accountabilities to improve various aspects of digital inclusion are dispersed across multiple stakeholders, most notably the telecommunications industry, not-for-profit sector, community organisations, and government.

This complexity illustrates the criticality of bringing together diverse stakeholders for cross-industry collaboration via forums such as the LIDIF.

STRATEGIC FOCUS

Since its inception, the LIDIF's work has been guided by its collectively agreed mission that is reflective of the digital inclusion challenge and the long-term nature of the Forum:

Actively collaborate across the telecommunications industry, not-for-profit organisations, customer advocacy groups, and government agencies to address access, affordability, and digital ability barriers for digitally excluded people nationwide.

The mission also encompasses the specific opportunity for members to:

Provide views and feedback in relation to the potential impact of nbn's prices and any proposed product withdrawals on low-income, vulnerable, and unconnected people.

Over the last financial year, LIDIF continued to progress the near-term priorities members have set for the Forum:



SSBI / Basic Connectivity

Supporting affordable connectivity pathways, including targeted initiatives such as SSBI, that enable people to establish and maintain connection to the nbn® network.



National Device Bank

Expanding access to appropriate digital devices through donation, refurbishment, and distribution models that support people experiencing digital exclusion.



Social Housing

Enabling effective access to nbn broadband while collectively addressing barriers to digital inclusion for social housing residents.



Connectivity Literacy


Defined as all knowledge needed by a consumer to understand how to access as well as get and stay connected to affordable and reliable voice and broadband services that meet their needs and budgets.

Throughout FY26, LIDIF and its members continued to progress these priorities. For more detail, please refer to the [Financial Year 2026 Updates](#) in this report.

MEMBERSHIP

LIDIF membership is open to not-for-profit groups, consumer advocacy groups, government agencies, and access seekers, including Retail Service Providers (RSPs). nbn is the chair of the LIDIF and provides the secretariat function. While nbn currently chairs the Forum, the Chair role is open to members and this has been actively communicated, reflecting the Forum’s collaborative and voluntary nature.

The Forum was launched in early 2023 on an opt-in basis. As at June 2026, it collaborates across 24 member organisations:

Australian Communications Consumer Action Network (ACCAN)	Better Internet for Rural, Regional & Remote Australia (BIRRR)	Good Things Australia	Telstra	Vocus
Australian Digital Inclusion Alliance (ADIA)	Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts (DITRDCA)	James Cook University	The Smith Family	Western Australia Department of Premier and Cabinet
AGL	First Nations Digital Inclusion Advisory Group	NSW Telco Authority	TPG Telecom	Western Sydney Community Forum
Anglicare Australia	Infoxchange	Queensland Department of Customer Services, Open Data and Small Business	Victoria Department of Government Services	WorkVentures
Aussie Broadband	Good360 Australia	Queensland University of Technology Digital Media Research Centre	 <p>The Forum’s membership is expected to evolve over time. More information on how to become a member can be found on the nbn website.</p>	

PROCEEDINGS

Throughout FY26, the Forum met quarterly, with its work enriched by smaller working groups comprising of subject matter experts from across its membership. These groups made valuable contributions to advancing the LIDIF's objectives and regularly reported their progress to the broader Forum.

Participation in the LIDIF and its working groups is voluntary, enabling members to engage in ways that align with their interests, expertise, and capacity. The Forum draws on independent research insights to inform its work and foster evidence-based dialogue. Demonstrating its commitment to collaboration and transparency, the Forum openly shares its progress – such as through the publication of an annual report on nbn's website each financial year and further enhances transparency through inclusive agenda building and post-meeting feedback loops.

These discussions contributed to the development of practical frameworks and initiatives outlined in this report, supporting more coordinated and evidence-based approaches to digital inclusion.

LIDIF meetings

A total of **four quarterly LIDIF meetings were held between July 2025 and June 2026**, via hybrid formats - hosted at nbn's offices, with most attendees joining online via video conference.



Working groups

LIDIF members are encouraged to actively contribute to working groups set up to discuss and progress initiatives aligned to the near-term priorities defined by the Forum. In FY26, two of the Forum's priorities progressed in separate working groups:

- The **Social Housing** Working Group aims to support social housing residents having effective access to nbn broadband while barriers to digital inclusion such as affordability, device availability, connectivity literacy, and digital ability are collectively addressed. Eleven LIDIF members actively participate in the Working Group, and nbn chaired monthly meetings during FY26. From April 2026, the Working Group has been supported by Associate Professor Sharon Parkinson, expert in digital inclusion and social housing from Swinburne University of Technology.
- **Connectivity Literacy**, a term first coined by BIRRR, recognises that digital participation depends not just on access and skills, but also on people's ability to understand and make informed connectivity choices. In FY26, the Connectivity Literacy Working Group developed a clear definition and practical measurement framework, including testable indicators, to support future pilot testing and scaling of the framework to assess connectivity literacy across different cohorts and contexts. nbn chaired five meetings of this working group in FY26, in which 10 members participated. LIDIF members BIRRR, the Queensland Government, TPG, and Western Sydney Community Forum shared connectivity literacy-relevant insights with the working group.

The outputs of both working groups enhance the discussions and recommendations made at the quarterly LIDIF meetings. Their contribution to the Forum's work is summarised in section **3** (Other work of the LIDIF) of the following chapter.

Beyond formal meetings, the LIDIF continued to foster collaboration by connecting members and enabling aligned digital inclusion efforts.

FINANCIAL YEAR 2026 UPDATES

In FY26, the Forum's work reflected both delivery milestones and a shift toward long-term thinking.

Initiatives that had reached scale were considered through a more strategic lens, with attention given to lessons learned, sustainability, and transition pathways. At the same time, working groups advanced structured frameworks and evidence bases intended to inform future action.

For example, member feedback has helped shape approaches to customer communication during technology transitions, with an increased focus on clarity, accessibility, and support for customers who may face additional barriers.

As part of facilitating the Forum and progressing its mission, nbn offered members the opportunity to provide views and feedback in relation to:

1

Possible targeted initiatives to improve access to the nbn network for low-income, vulnerable, and unconnected people.

2

The potential impact of **nbn's prices** and **proposed product withdrawals** on such people.

nbn sets out below an update on the progress of such initiatives and on how nbn has taken into account the views and feedback received from LIDIF on such matters.

nbn also sets out below information on other work of the Forum in that period (see: Section 3)

1 TARGETED INITIATIVES

Throughout the reporting period, LIDIF members have contributed to initiatives that support digital inclusion outcomes in Australia, including the School Student Broadband Initiative (SSBI) and The National Device Bank.

The School Student Broadband Initiative

The SSBI is an Australian Government program providing access to free home internet via participating service providers, for approximately 30,000 families and carers with school-aged children and who, at the time of applying, had no active nbn broadband internet at home.

SSBI services are provided until 30 June 2028 for eligible families and carers who placed an order by 30 June 2025, when the initiative connection allocation was met. The program aims to boost educational opportunities and support households struggling with cost-of-living pressures.

nbn has implemented the program on behalf of the Australian Government. It works collaboratively with participating retail service providers and successfully engaged nominating organisations across Australia, including education authorities, national charities, not-for-profits, local community organisations, Members of Parliament, and schools, to identify and reach eligible families and carers. A National Referral Centre, run by Anglicare Victoria, helped families and carers to navigate the program directly.



CASE STUDY

The scale and achievement of the SSBI program are significant. The stories of individual students and their families bring to life the impact SSBI has offered participants. To illustrate this we selected one example, as documented through the SSBI National Referral Centre:

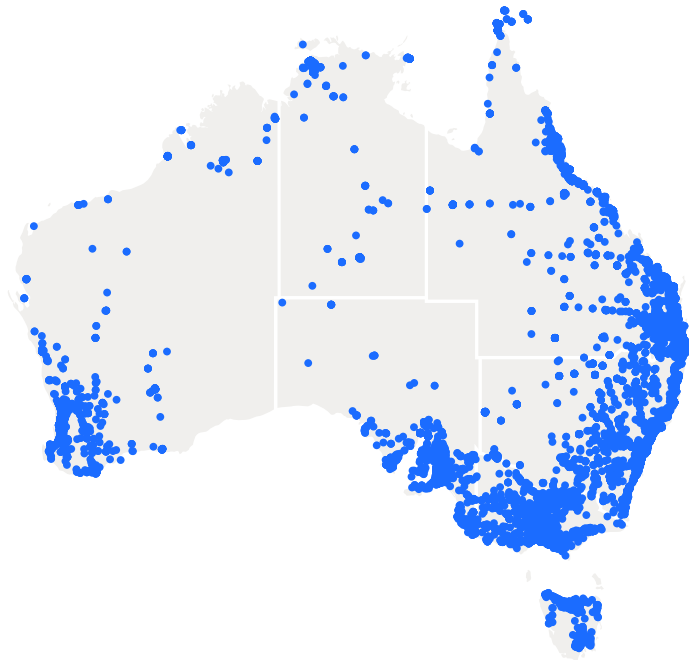
“A worker from a refugee community sponsorship group called the National Referral Centre to refer a family, who had recently migrated to Australia, to the program. Their daughter has enrolled at a local school, and without access to nbn, the family have been hot spotting using their phone data so that their daughter could complete her schoolwork. The family was very happy to hear that they qualified for the program, as the parents had also enrolled into an English language school. Having home internet made things easier for the whole family moving forward and allowed them to better pursue their goals.”

The School Student Broadband Initiative (cont'd)

Progress report

In FY26, Forum discussions shifted toward evaluation of the program, and what the future holds.

Members recognised the initiative's ongoing benefit more than 30,000 families and carers until 30 June 2028. This milestone was highlighted as both a significant achievement and an opportunity to reflect on lessons learned. This includes a formal evaluation commissioned by the DITRDCSA which is being delivered by the Verian Group. Both quantitative outcomes and qualitative insights are captured to inform future affordability and access initiatives. The DITRDCSA expects to share findings with the LIDIF at the September 2026 meeting.



Lessons learnt from the SSBI are contributing to the design of future approaches to targeted affordability initiatives, including consideration of transition pathways in consultation with the Australian Government once the SSBI concludes.

Feedback and response

The LIDIF's feedback in FY26 recognised the significant achievement of the SSBI and the positive impact the initiative continues to have on families and carers. Members encouraged that this impact be framed not only in terms of the number of households connected but recognising that multiple people in each household are likely to benefit from the initiative – the estimated impact exceeding 75,000 people. The Forum welcomed the initiative's broader recognition, including winning the 2025 Telecommunications Industry Excellence Award for Contribution to Society.

Members also reflected on the challenges overcome in the early stages of implementation, including families' scepticism or confusion about the offer of a free service. The Forum emphasised that the initiative's success has depended not only on affordability, but also on the trusted relationships and referral pathways to actively promote the program nationally. The need for clear communications and tailored support for families and carers in complex circumstances has been essential, including through the National Referral Centre. Members also supported continued evaluation of the program to capture lessons learned and inform potential future pathways beyond June 2028.

In response, nbn noted that the DITRDCSA has commissioned a formal program evaluation, including surveying families, service providers, and nominating organisations and drawing on program data.

Feedback and insights provided by LIDIF members and program stakeholders are being taken into account as nbn considers future transition pathway options, in consultation with the Australian Government, for SSBI families and carers from 1 July 2028.

National Device Bank

The National Device Bank initiative, led by LIDIF members WorkVentures, Good360 Australia, and Good Things Australia is aimed at creating a national asset, a 'bank' of refurbished, donated digital devices (e.g. personal computers, laptops, tablets, and mobiles) for those who struggle to afford an appropriate device to participate in the digital world.

The National Device Bank relies on devices donated by corporate and government organisations once they have reached their initial end of life. Devices are professionally reset, cleaned, and sanitised before being donated to recipients. To support funding of the Device Bank, a subset of donated devices are sold to fund devices being made available free of charge to people in need via a network of not-for-profit organisations and schools with a high share of children from low-income families. In parallel, seed funding is being sought to scale and secure the viability of the National Device Bank, including the creation of a technology distribution platform to engage with device donors and not-for-profit organisations across the country.

The First Nations Digital Inclusion Advisory Group has highlighted the establishment of a National Device Bank as a key recommendation to help achieve Target 17 of the National Agreement on Closing the Gap (ensuring that Aboriginal and Torres Strait Islander people have equal levels of digital inclusion by 2026).



Progress report

This progress report shares a holistic view of the FY26 achievements across organisations supporting the National Device Bank. Collectively the achievements highlight the important role of cross-organisational collaboration, some of which was facilitated through LIDIF. Consistent with this, in the past year, in FY26, the National Device Bank expanded its national scaling efforts and the First Nations Device Bank proof of concept against a backdrop of growing unmet demand for digital devices. The scale of this need is increasing, with the number of young people without access to educational devices rising from 1.2 million in 2024 to 1.4 million in 2025.

The National Device Bank's scaling ambitions are being supported by a series of activities focused on raising awareness, strengthening donor engagement, and building long-term sustainability.

- **Awareness-building** has been supported by the launch of the National Device Bank website. Developed with contributions from WorkVentures, Good Things Australia, and Good360, and supported by a Telstra Foundation grant, the website facilitates device donations from organisations and individuals, supports access to devices for community programs, and enables monetary donations. Since launch, the website has generated requests for over 6,500 devices from 260 community organisations. Awareness at scale has also been driven through ongoing media engagement. For example, ahead of the new school year, a back-to-school media campaign informed by the Telstra Youth Digital Index, which highlighted growing unmet need, particularly among school-aged children, and generated more than 430 media items across television, print, digital, and radio.
- Efforts to **attract donors** also continued across the corporate, government, and leasing sectors, with early insights reinforcing the value of multiple donation pathways, including options for national programs and locally driven initiatives. There are now 44 qualified and confirmed device donors in the pipeline (reflecting almost 19,000 device pledges). This has been supported by the launch of multi-channel awareness and engagement campaigns in early 2026 (also funded by Telstra Foundation).
- In parallel, the Business Council of Australia, Good Things Australia, and WorkVentures commenced the **development of the Tech Reuse for Good Charter**. The Charter seeks to encourage organisations to donate surplus laptops, tablets, and mobile devices to people at risk of digital exclusion, including through pathways such as the National Device Bank. Increased donations under the Charter support access to essential services and promote digital inclusion.

National Device Bank (cont'd)

Building on the incredible progress in FY25, the First Nations Device Bank proof of concept (supported by funding from LIDIF members ACCAN and nbn) expanded to distribute a total of 505 fit-for-purpose devices across 24 remote First Nations communities. The proof of concept continued to prioritise working with trusted local partners, culturally responsive co-design, as well as practical training and ongoing support to an estimated 2,210 individuals. Its insights and findings will be summarised in the “Social Impact Report – First Nations Device Bank” and will inform the development of the National Device Bank and its support for First Nations communities.

Feedback and response

In FY26, LIDIF members continued to engage actively with the National Device Bank’s progress and future development. Members sought greater understanding of how the initiative connects with other digital inclusion efforts, including the role of existing nbn infrastructure in shaping the selection of communities supported through the First Nations proof of concept. Interest was also expressed in how device supply could be broadened, particularly by engaging leasing companies and by offering tax receipts to donors.

In response, it was outlined that First Nations community selection has drawn on existing connectivity infrastructure, including community-wide Wi-Fi and SSBI. It was also noted that leasing-sector engagement is underway, with options for participating companies to donate a share of returned devices. Members were advised that device donations are acknowledged through grading and donor certificates, which provide transparency on device quality and associated carbon reduction. Tax receipts are currently not issued, as donations cannot be treated as deductible gifts from a tax perspective based upon current ATO rules in place. In relation to distribution, allocation decisions are informed by expressions of interest and take into account factors such as location, supported cohorts, device type, availability, and timing, with the model continuing to evolve as demand and supply patterns change.

In response to the growing unmet demand for devices, nbn is committed to continuing to donate devices (laptops, tablets, desktops) through a contract with WorkVentures which has been in place since 2018. nbn also supports the development of the Technology Reuse for Good Charter, a joint initiative between the Australian Government, the Business Council of Australia, Good Things Australia, and WorkVentures, which seeks organisations’ voluntary commitments to donate surplus devices for distribution through the National Device Bank and other channels to people at risk of digital exclusion.

2 IMPACT OF NBN'S PRICES AND PROPOSED PRODUCT WITHDRAWALS

nbn's prices and product withdrawals are subject to regulation by the ACCC, including the regulatory framework in nbn's Special Access Undertaking (SAU). The following sections of this report provide transparency regarding how nbn has sought the views and feedback of the Forum on such matters, as part of the consultative approach adopted by nbn.

Prices

nbn provides opportunities for LIDIF members to give feedback, as part of its advisory role, on how nbn's wholesale prices may (via RSP retail charges) impact low-income, vulnerable, and unconnected people in Australia. nbn also engages with stakeholders including access seekers and RSPs on pricing outside of the Forum.

nbn shares the latest wholesale pricing roadmap at each June LIDIF meeting. Questions and feedback on pricing are welcomed at any time, either through discussion at LIDIF meetings or by contacting the LIDIF secretariat directly. In FY26, the only material feedback noted was that price increases were proportionately larger on the lower versus higher speed tiers.

In response to this, nbn acknowledged the complexity of digital inclusion. nbn also recognises that even modest price increases can impact customers on low incomes and those in vulnerable circumstances. nbn is committed to providing home broadband, including to underserved communities and customers in vulnerable circumstances.

nbn's price changes are designed to balance the need to invest in its network, recover its efficient costs, and help ensure nbn continues to provide a range of products to suit various customers needs and budgets. nbn sets prices in accordance with its [Statement of Pricing Intent](#), published on 1 May 2026, and continues to consider feedback as part of its pricing approach.

In that context:

- nbn ensures its 12/1 Mbps Basic Offer supports basic connective needs;
- from 1 July 2026, the Connectivity Virtual Circuit Traffic Class-4 (non-Satellite) charge will be reduced to \$0, consistent with the SAU's price controls. The removal of this variable charge provides improved retailer certainty by removing the risk of variable usage-related wholesale costs;
- the pricing of the Entry Level Offer will be capped at CPI, noting that for FY27, the 25/5 Mbps and 25/10 Mbps nbn Offers will be priced the same; and
- nbn continues to engage with LIDIF throughout the Second Regulatory Cycle to ensure feedback is considered as appropriate.

Additionally, nbn leads initiatives beyond its core pricing roadmap with a focus on creating affordable broadband options. Examples are the School Student Broadband Initiative, community-wide Wi-Fi for remote First Nations communities, and rebates for unconnected households.

Proposed product withdrawals of nbn[®] Sky Muster[®] and nbn Sky Muster Plus

The LIDIF is a forum in which members can provide views and feedback on proposed product withdrawals – and in particular, on the potential impact of any proposed product withdrawals on low-income, vulnerable, and unconnected people. This is a feature of nbn’s varied SAU, as accepted by the ACCC in October 2023.

During FY26, nbn engaged with LIDIF members on the initial and supplementary nbn Low Earth Orbit (LEO) Satellite Product Consultation and the related proposed withdrawal of nbn Sky Muster and nbn Sky Muster Plus services delivered via geostationary satellites (GEO).

LIDIF members shared feedback at LIDIF, via dedicated briefing sessions as well as in submissions to the nbn Product Development Forum (PDF).

nbn will outline how feedback has been considered in the 2027 LIDIF Annual Report and will provide a closure paper to the Product Development Forum. The timing of the closure paper is yet to be confirmed.



Additional Feedback Opportunities

nbn values LIDIF feedback outside of regulatory requirements and at times shares proposed initiatives that potentially impact low-income, vulnerable, and unconnected people. In FY26, that was the case for the proposed introduction of LEO satellite services and nbn’s full fibre upgrade program.

Proposed introduction of LEO satellites services

LEO satellite services are intended as a future replacement for the nbn GEO platform Sky Muster. LEO is expected to provide a step change in experience due to the lower latency whilst leveraging the scale and roadmap for future enhancements of a global operator. Launch and rollout is dependent on the availability of Amazon Leo satellite services. It is expected to be progressive as coverage and capacity become available over time. By re-selling LEO satellite services provided by Amazon Leo, nbn can meet its regulatory obligations within the satellite serving footprint, beyond the life of the current Sky Muster Satellites.

Engagement with LIDIF members was sought to inform perspectives on the potential impacts, and feedback was provided to nbn. Looking ahead, engagement will continue to support informed decision-making and ensure consumer impacts, particularly for low-income Australians and those in vulnerable circumstances, are appropriately managed.



Full Fibre Upgrade Program – Targeted Upgrades

LIDIF members were also provided with the opportunity to share their views and feedback on nbn’s proposed full fibre upgrade programs. nbn shared how upgrades from legacy copper-based technologies to fibre are being progressed, how these upgrades align with existing full-fibre programs, and where additional upgrade capabilities were being considered.

In FY26, nbn proposed three upgrade programs:

- **Targeted Upgrades**, aimed at transitioning more customers from copper connection types to full fibre. As part of this transition, in coordination with RSPs, nbn would commence notifying tranches of customers on legacy technology of the need to upgrade to full fibre within a specific period to avoid service disruption when legacy services are disconnected.
- **Proactive Assurance-Led Upgrades**, proposed to offer accelerated full fibre upgrades as optional path to restoration when resolving copper connection faults.
- **Temporary Connection for Upgrades**, which would offer temporary reconnection on copper in parallel to requiring full fibre upgrade as the standard option for reconnections (e.g. moving house).

LIDIF members were explicitly invited, in their capacity as Forum participants, to consider the implications for customers in vulnerable circumstances, leveraging the Forum’s advisory and consultative function.

Members generally expressed support for full fibre as the best option for Australians going forward and the proactive approach taken by nbn in considering the end-user experience. Consumer advocacy organisations stressed the need for clear timelines and predictability, so that customers understand what is happening, particularly for people who may face additional barriers such as disability, age, illness, language barriers, insecure housing or need extra time or support. A need for clarity on the roles of nbn and retail service providers was stated and that communications must be clear, in plain English, accessible, and explain why action is needed. The 3G network shutdown was highlighted as a case study for managing customer communications regarding technology change.



nbn considered the feedback and provided a closure paper to the PDF on 22 April 2026.

- The closure paper confirms that the Targeted Upgrade program will operate alongside nbn’s existing on-demand Fibre Connect program, which remains the primary pathway for customers who choose to upgrade. The Targeted Upgrade program is a staged program focused on maintaining service continuity, progressively transitioning eligible premises from copper-based lead-ins. Around 130,000 premises are expected to be in scope in the first year, released in monthly tranches to support manageable transition volumes and designed to provide Retail Service Providers with sufficient advance visibility and readiness time ahead of any nbn-led customer communications. The program is designed to prioritise service continuity and customer experience which is aligned with consultation feedback received via LIDIF and the PDF.
- The paper also outlined that nbn will not proceed with Proactive Assurance-Led Upgrades, and Temporary Connection for Upgrades is currently on hold. nbn’s focus now shifts to enabling similar customer benefits where feasible by leveraging existing processes.

3 OTHER WORK OF LIDIF

Social Housing

Social Housing is a term collectively referring to residents of housing provided by the relevant state or territory public housing authority, a non-profit community housing provider, state owned and managed Indigenous housing, or Indigenous community housing, together encompassing about 452,000 premises in Australia.¹

A significant cohort of public housing tenants continue to face persistent barriers to digital inclusion. According to the Australian Digital Inclusion Index, 45.2% of public housing residents are digitally excluded or highly excluded - more than double the national average of 20.6%.² These figures highlight the scale of digital disadvantage experienced by social housing residents, whose lived experience is often shaped by additional, intersecting economic, social, and personal circumstances. These overlapping influences mean that disadvantage is often cumulative rather than experienced in isolation.

The LIDIF Social Housing Working Group was established to support social housing residents to gain effective access to nbn broadband while collectively addressing broader barriers to digital inclusion, including affordability, device availability, connectivity literacy, and digital ability.

The Working Group has progressed its efforts under the Learn, Act, Influence framework agreed at its inception.

In FY26, the Working Group focused on the 'Learn' phase, taking a structured approach to capturing social-housing-specific insights. Initially, this work has drawn on findings from the recently published Australian Digital Inclusion Index, alongside lessons from more than 30 Australian and international digital inclusion case studies relating to social housing and digital inclusion initiatives. In FY27, the Working Group plans to broaden this focus to include lived experience and housing provider perspectives.

The outcomes, themes, and insights generated through the 'Learn' phase are being brought together in a structured progress report. LIDIF is considering how best to make these insights accessible to the broader digital inclusion community.

Connectivity Literacy

Connectivity Literacy is a term first coined by BIRRR, recognising that meaningful digital participation depends not only on access, affordability, and skills, but also on people's capacity to be aware of and make informed connectivity choices.

In FY26, discussions in the Connectivity Literacy Working Group focused on distinguishing connectivity literacy from the broader digital literacy concept. Employing a collaborative, iterative methodology, the group established a clear definition of connectivity literacy and a practical measurement framework to support the assessment of connectivity literacy across diverse contexts. The outcomes establish clear, testable indicators (termed Minimum Viable Product indicators) across awareness, knowledge and understanding, and confidence and attitudes, providing a robust foundation for pilot testing, validation, and future scaling.

To support broad perspectives of connectivity literacy, the Forum also welcomed knowledge sharing member presentations from BIRRR, the Queensland Government, TPG, and Western Sydney Community Forum.



¹ [Australian Institute of Health and Welfare, Housing assistance in Australia – Social housing dwellings](#), June 2024

² [The 2025 findings - Australian Digital Inclusion Index](#)

NOTABLE RESEARCH AND PUBLICATIONS

The Forum grounds its work in digital inclusion research and has two independent research members – Queensland University of Technology and James Cook University.

On the topic of digital inclusion, there have been several notable published materials relevant to LIDIF members in the reporting period (July 2025 to June 2026):

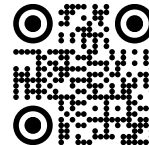
Sustainable device management guide | AGA



Produced by: Australian Government Digital Transformation Agency
Publication Date: July 2025

A guide that supports government’s commitment to minimise waste, promote a circular economy, and enable digital inclusion through the reuse of government devices. Provides best practices for sustainable retirement or end-of-life management processes for ICT devices (devices), including disposal by donation, reuse, and responsible recycling.

Mapping the digital gap: 2025 outcomes report



Produced by: ARC Centre of Excellence for Automated Decision-Making and Society
Publication Date: December 2025

A report that offers the most comprehensive data to date on communications and media use in remote First Nations communities across Australia. It highlights the vital role of affordable communications, identifies barriers to digital inclusion, and identifies where further investment and programs can effectively strengthen digital inclusion in remote communities.

2025 Australian Digital Inclusion Index (ADII)



Produced by: Telstra, RMIT University, Swinburne University of Technology (Centre for Social Impact)
Publication Date: November 2025

The 2025 Australian Digital Inclusion Index was the most significant national research input referenced across LIDIF in FY26. The Index measures digital inclusion across access, affordability and digital ability, with expanded analysis of affordability pressures and emerging skill gaps. The 2025 edition identified that approximately 20.6% of Australians remain digitally excluded, with much higher exclusion rates for public housing residents, low income households, First Nations people, people with disability, and those in regional and remote areas.

APPENDIX

Special Access Undertaking (SAU)

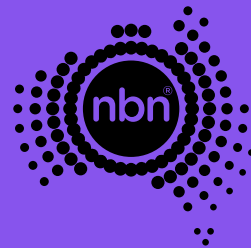
nbn's SAU provides for nbn to establish a 'Low-Income Forum', being a multi-stakeholder working group to identify possible targeted initiatives to improve access to nbn's network for low-income, vulnerable, and unconnected persons. nbn implements that obligation through facilitating the LIDIF – and first convened the Forum in March 2023 (in advance of nbn's SAU being varied in October 2023 to require the establishment of the forum).



The SAU is available on the [nbn website](#).



For any enquiries related to this report or the Low-Income and Digital Inclusion Forum,
please contact LIDIF@nbnco.com.au.



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